



# Community Review

FALL/WINTER 2012

Office of the Deaf and Hard of Hearing  
Washington State Department of Social and Health Services

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## Director's Message

Eric Raff, ODHH Director



Greetings! It's been two years since the Fall 2010 newsletter went out! So much has been happening! Despite the ongoing climate of fiscal constraints and tighter restrictions on certain state activities within state government due to the slow economic recovery, ODHH was able to accomplish several milestones and yet, we did face several challenges. In the past year, after the hiring freeze was lifted, we were able to fill three vacant positions. I

“ODHH was able to accomplish several milestones and yet, we did face several challenges.”

am pleased to have appointed Pamela Reeves to the Customer Support Relations position, Suzy Mannella to the Information, Referral and Advocacy program manager position, and recently Berle Ross to the Assistive Communication Technology program manager position. (See article in this newsletter.) We were sorry to see Colleen Rozmaryn retire after 24 years of services but happy to see her embark on her new journey.

During 2010, we established a small 'museum,' a display of old telecommunication devices and captioning decoders at our ODHH office. In 2011, we expanded "Communication Facilitator" services to include mobile services to eliminate transportation

*continued on page 11*

## Where is my ODHH Community Review Newsletter?

Due to budget cutbacks, ODHH is "going green." A new subscription form was created called, "Individuals: Subscription and Directory" which is included in this newsletter along with postage paid envelope. You must complete the form if you want to continue to receive the newsletter. On the subscription form, you may select one, two, or all three options.

### The options for subscriptions are as follows:

1. E-News (email only) receives announcements, legislative alerts and government news related to disabilities.
2. ODHH Community Review Newsletter (check option a or b below)
  - a. Email
  - b. Mail (regular print, large print, Braille)
3. Washington State Telecommunication Directory of the Deaf, Hard of Hearing, Deaf-Blind for individuals only (similar to the past TTY Directory including address, telephone numbers)

When we receive your form with your signature (required), your information will be inserted into a new database that will help ODHH distribute newsletters, announcements, and news releases to share important information. We will continue to print and mail to those who do not have Internet access, need large print or Braille.

## Are You Interested in Learning More about the Americans with Disabilities Act (ADA) in ASL?

Good news, there is an ADA Video in ASL available on YouTube presented by the Disability and Communication Access Board called, "ADA Effective Communication, Title III in ASL."

This video is the first of a series to educate the public about the Americans with Disabilities Act. There will be more videos in ASL posted in the future. Free internet access is available at public libraries.

**To view the video, go to:**

<http://www.youtube.com/watch?v=Odj6W0eU61Q>

**YouTube™**

**Office of the Governor**  
Christine Gregoire

**DSHS Secretary**  
Robin Arnold-Williams

**DSHS Chief of Staff**  
Tracy Guerin

**ODHH Management**  
**Eric Raff,**  
Director

**Robert Lichtenberg,**  
Assistant Director

**Lien Ngo-Tran,**  
Fiscal Officer

#### PROGRAMS

**Claudia Foy,**  
SHS Program Manager

**Emily Hill,**  
SLIM Program Manager

**Suzy Mannella,**  
IRA Program Manager

**Steve Peck,**  
TRS Program Manager

**Kelly Robison,**  
TED Program Manager

**Berle Ross,**  
ACT Program Manager

**Patricia Moed,**  
Program Support

**LorraineTveten,**  
Program Support

#### INFORMATION TECHNOLOGY

**William Crites,**  
IT Manager

**Trevor Kosa,**  
IT Database Specialist

**Brian Clark,**  
IT Network Specialist

#### OFFICE SUPPORT

**Rena Patch,**  
Executive Assistant

**Pamela Reeves,**  
Customer Service Representative

**Diana Sutherland,**  
Office Coordinator

**Lucas Doelman,**  
Office Assistant

## The Office of the Deaf and Hard of Hearing (ODHH) Welcomes New Staff Members, Berle Ross, Pamela Reeves, and Suzy Mannella

*I am writing to introduce myself. My name is Berle Ross and I am the new Assistive Communication Technology Program Manager with the Office of the Deaf and Hard of Hearing. I want to give you some background on who I am: I am hard of hearing, although I use ASL as my primary means of communicating. Originally I am from Washington. I grew up in Grays Harbor County. I spent my early years in public school with no adaptations, and eventually transferred to Washington School for the Deaf (WSD) for my senior year where I graduated. I learned sign language at WSD and then went on to Gallaudet when I received a BA and also a MA. After 20 something years of working as a Mental Health Counselor/Case Manager/Advocate for Deaf and hard of hearing people, I am now returning home to work with the Office of the Deaf and Hard of Hearing as the Assistive Communication Technology Program Manager.*

*Hello, I'm Pamela Reeves.* I am enjoying the new challenges in my position with the Office of the Deaf and Hard of Hearing (ODHH). I started my position here at ODHH in November of 2011 as a Customer Relations Specialist. I've had the opportunity to hear positive feedback from ODHH clients resulting from the many services ODHH provides. I am honored and fortunate to be part of a team of people who value and respect the differences in their clients and employees. I am proud to work with a department that enriches the quality of life for both clients and their families.

*Hello! My name is Suzy Mannella* and I am the new Information Referral and Advocacy Program Manager since October 2011. I was born and raised in Montana, then moved to Iowa. I graduated from Gallaudet University with a Bachelor of Science in Recreation and Leisure Studies. Before joining ODHH, I taught ASL for four years in Ontario, Canada, then moved to Iowa, worked as an Executive Officer, Consultant/Advocate and Coordinator of the Junior Commission Program and Leadership Camp for thirteen years at Deaf Services Commission of Iowa. As an IRA manager, I'm responsible for the Directory of Services, provide resources, update materials, maintain the Calendar of Events on ODHH's website, represent ODHH booth at community events and provide trainings on Deaf, hard of hearing, and Deaf-Blind issues. The goal is to connect the community needs and available services together. I look forward to my journey with the wonderful team of people who respects and strives to make a difference to improve the lives of clients and their families every day. On a personal note, my husband who is deaf works as a diesel mechanic at Joint Base Lewis-McChord. We have two wonderful children; a son who is in his second year at Iowa State University and a daughter who is a junior in high school. I enjoy reading, kayaking and spending time with my children, family and friends.



*Top – Down; Berle Ross, Pamela Reeves, and Suzy Mannella*

## A NEW RESOURCE CALLED: WASHINGTON CONNECTION – YOUR LINK TO SERVICES

Do you get tired of driving around, wasting gas trying to find programs or services that fit your needs? Good news! You can save gas by using a computer at home or at the library going to this website called:

Washington Connection – Your Link to Services: **[www.washingtonconnection.org](http://www.washingtonconnection.org)**

This is a site that is designed for anyone who would like to find out what benefits and programs they might qualify for in the State of Washington at no cost.

It offers you the ability to check for and access various programs and a broad range of services that may be available to you or to find out more information about resources in your community. You can also apply for some programs directly on this site. The online application is for residents of Washington State to apply for Federal, State or local benefits.

ODHH worked with Washington Connection to add the Telecommunication Equipment Distribution (TED) Program information link on their website. It's under the category called Utility. Click there and you will see the TED program along with other programs such as Low Income Energy Assistance, Low Cost Home Internet and laptops, Utility Discount Programs or Utility Assistance programs and Washington Telephone Assistance Program.

Try it. If you need further assistance, contact your local Regional Service Center of the Deaf and Hard of Hearing.



## ODHH 2013 – 2015 Business Plan

The Office of the Deaf and Hard of Hearing (ODHH) 2013 - 2015 Biennium Business Plan in connection with the Department of Social and Health Services (DSHS) Strategic Plan has been released and is now available on our website: <http://odhh.dshs.wa.gov> This document will explain what we will do for you in the next couple of years.

If you need alternative formats (large print, Braille or foreign language), please email a request to [odhh@dshs.wa.gov](mailto:odhh@dshs.wa.gov) or call Suzy Mannella at 360-915-5816 V/VP. Please feel free to contact Eric Raff at [rafferic@dshs.wa.gov](mailto:rafferic@dshs.wa.gov) if you have any questions about the ODHH Business Plan.

## Deaf-Blind Support Service Provider

by Claudia Foy

Support Service Providers are specially-trained professionals who provide visual information and environmental cues to Deaf-Blind people. SSP's act as a guide to Deaf-Blind individuals and connect them with other people. Deaf-Blind users gain their independence by using SSP's for grocery shopping, medical appointments, visiting their family and friends, reading mail and other documents, and so on.

SSP's can be easily confused with interpreters; however, SSP's are not interpreters. Instead, SSP's simply inform the DB person what they see and provide assistance with



communication. They do not offer any advice or opinions of their own to Deaf-Blind users. Support Service Providers play a critical role in promoting self-actualization in the lives of Deaf-Blind people.

According to the American Association of the Deaf-Blind ([www.aadb.org](http://www.aadb.org)), it is widely recognized that SSP role stems from Anne Sullivan—the teacher, friend, interpreter and guide of the famous Helen Keller. At the AADB convention during the 1980's, the "Support Service Provider" term came into existence; thus, AADB started to define and describe roles and responsibilities of SSP's. An SSP is now a paid professional and some SSP's volunteer to work with Deaf-Blind people on a limited basis.

The Department of Services for the Blind (DSB) under the Department of Vocational Rehabilitation (DVR) is recognized for having a long history of its contractual relationship with the Deaf-Blind Service Center (DBSC) in Seattle for the provision of SSP and case management services in Washington. However, due to State budget cuts, DSB no longer has funds for SSP services.

Starting July 2011, the Department of Social and Human Services (DSHS) assigned the funding responsibility of SSP services to the Office of the Deaf and Hard of Hearing (ODHH). ODHH partnered with DBSC to continue providing SSP and case management services to people who are Deaf-Blind in Washington. If you are Deaf-Blind or know of a Deaf-Blind friend who qualifies for ODHH-funded SSP services, please contact the Deaf-Blind Service Center at:

### Deaf-Blind Service Center

1620 - 18th Avenue, Suite 200  
Seattle, WA 98122

(206) 455-7932 Videophone  
[info@seattledbcs.org](mailto:info@seattledbcs.org) E-mail  
(206) 323-9178 TTY  
(206) 328-8497 Fax



# Happy Retirement Wishes to Colleen Rozmaryn!

by Bob Lichtenberg

Indeed, the unthinkable has happened! Long-time ODHH staff member Colleen Rozmaryn officially retired on May 31, 2012. As many of our Community Newsletter readers may recall, Colleen was a very valued member of the ODHH organization and a key player in bringing ODHH's services to Deaf, Deaf-Blind, and Hard of Hearing residents of Washington State.

She worked for Pacific NW Bell Telephone Company. After her marriage to James Rozmaryn, she moved to Germany and began raising a family. Upon returning to the U.S., she worked as a Teacher's Aide for deaf children in Huntsville, Alabama and then moved to Olympia, where she worked briefly as a classroom interpreter for the North Thurston School District until joining ODHH.

Colleen joined ODHH in March 1988 as a Clerk Typist II. She rose from the clerical ranks supporting the TED program to become a TED program manager herself. She played a key role in the TED program training approach in 1995 when she re-organized how TED clients receiving TTYs were trained. The change from a classroom-based TTY user training approach to a one-on-one training model was very new. To this day, ODHH continues to be one of the very few states that provide this individualized user training for its TED program. For her innovative training approach that resulted in more TED clients becoming skilled specialized telephone equipment users, she was selected as one of the Outstanding DSHS Employees for 1995.

That year, she began a new chapter in her career by starting research and development for a new telebraille machine for deaf-blind TED clients when she learned that reliable Telebraille devices would no longer be made. Because of our large deaf-blind population, she felt it was important that they have the necessary equipment to make phone calls. This effort would consume nearly 10 more years. It resulted in the award in 2005 to Humanware, Inc., to build the Deaf-Blind Communicator (DBC) device, which was developed according to functional requirements she identified through many meetings with Deaf-Blind community members. The DBC combined TTY use, face-to-face text messaging via Bluetooth, email, and other Internet-based communications options. This work resulted in national and international recognition. The DSHS Leadership team and the Washington State Association of Deaf-Blind Citizens gave recognition for her work on the DBC.

In 2010, the American Association of the Deaf Blind gave her the Colleen Cook Memorial Award for her service to the Deaf-Blind.

While she was devoted to her deaf-blind clients and their need for services, she was also keenly sensitive to the needs to those who had hearing loss that affected daily communications and involvement in the world. She worked with the Washington Department of Health to implement public awareness for the DOH Early Infant Hearing Screening Program. In her last 4 years with DSHS, she played a key role in developing the current state contract for Computer-Assisted Real-time Translation (CART) services with the Department of Enterprise Services. At the time of her retirement, she was in the process of piloting the use of assistive listening devices to enable hard of hearing persons to communicate with DSHS staff when at DSHS Community Services Offices.

At her farewell reception at DSHS Headquarters, many people who had worked with her through the years came to wish her many years of happiness ahead. Her husband also retired on the same day, after many years with the state's Department of Labor and Industries. She was thoroughly thrilled to see her family in Oklahoma participate in the reception through Skype videoconferencing and received from ODHH a very lovely and colorful quilt made by Kelly Robison, Claudia Foy, Pamela Reeves and Lorraine Tveten that had an actual outline of each ODHH staff member's hand embedded in the quilt fabric. Colleen was very touched by the gift from ODHH staff as she knew this represented many hours of hard work to complete.

I was Colleen's supervisor for the last 14 years of her DSHS career. I must say it was a honor to work with her. I can say without a doubt that her work was the sort of work where love was made visible. In many ways, she made each of us a better person through her wish that everyone have a

chance to realize their true humanity and potential.



## Cultural Competency at DSHS

by Victor Chacón is DSHS Diversity and Inclusion Senior Director

What is Cultural Competency? Simply speaking, Cultural Competency refers to the behavior and attitudes of a group of individuals that, when they are brought together in an organization, enable them to work more effectively and collaboratively, especially in situations that call for an understanding of cultural behavior different from one's own.

Cultural Competency involves serious and deliberate work among employees to recognize that the world is an increasingly smaller and smaller place, and that as global citizens we are all responsible for living and working in it; not simply as individuals, but as members of a shared community. So in a strategic sense, cultural competency addresses the larger social question of the moment: As employees at a large public agency—how do we sustain ourselves, our work lives, our families, our communities and our world?

Cultural Competency lays the groundwork for the conversation on demographic change taking place. It's a springboard for understanding such things as language difference, the cultural values of others, and differing communication styles. It bridges the gap in the way we relate to our co-workers and, we hope, it helps us improve our communication with our clients, which is essential to our service delivery.

Think of Cultural Competency as a lens that brings focus to the way we see others—it's a lens that helps us to see beyond our common, hard-wired beliefs to a level where we understand others by better understanding ourselves. It enables us to look at our own values and ask not what separates us, but what brings us together as people. It answers the question of what we hold in common with those who are different from us. So it's a way of turning the lens inward. As Director of Diversity and Inclusion, I would argue that Cultural Competency is a strategic tool that can help move us into a new time, a new era in the Department.

*It enables us to look at our own values and ask not what separates us, but what brings us together as people.*

For all the right reasons, then, consider Cultural Competency a valuable tool in transforming the way we do business within the Department of Social and Health Services. An organizational expert and business consultant friend of mine, Dr. Robert Hayles, put it this way: Cultural Competency is "not the tenth thing on the list in getting things done; it becomes the way we do the other nine."



## Washington State Ferries (WSF) – Visual Alert Paging System

In 2011, the Washington State Department of Transportation (DOT) conducted a six-month Visual Paging Pilot Project on the Seattle/Bainbridge Island ferry route so that passengers who are deaf or hard of hearing could receive information via text on video screens at the same time that all other travelers received information via audio messages. The Washington State Ferries Division hosted a field trip for deaf and hard of hearing students from Federal Way at the Seattle Terminal (Colman Dock) on June 6th, 2011.

The pilot project was successful and WSF/DOT is building to expand the visual paging system throughout the Washington State ferry system. More information is available at <http://www.wsdot.wa.gov/Ferries/commuterupdates/ada/VisualPaging.htm>



# National Deaf-Blind Equipment Distribution Program Announcement

The National Deaf-Blind Equipment Distribution Program (NDBEDP) is a national program required by the Twenty-First Century Communications and Video Accessibility Act (CVAA) that provides \$10 million annually for the distribution of communications equipment to low-income individuals who are Deaf-Blind. The Office of the Deaf and Hard of Hearing (ODHH) is pleased to announce that as of July 2, 2012, the Federal Communications Commission (FCC) has certified ODHH to be the National Deaf-Blind Equipment Distribution Program (NDBEDP) administrator for Washington. Washington State will receive approximately \$197,000 for the first year of the two-year NDBEDP pilot project. The NDBEDP application is now available on the ODHH NDBEDP website (<http://odhh.dshs.wa.gov/ndbedp.html>) for convenient downloading and printing. Alternative formats of the NDBEDP application in text, PDF, large print or Braille are available upon request.

NDBEDP applicants may contact ODHH via phone (V/TTY), email and videophone to request an application or to inquire regarding the NDBEDP project. ODHH will also post Frequently Asked Questions (FAQ) on the ODHH website to answer questions you may have about the NDBEDP project and the application process.

**To contact ODHH**, please call us at 360-902-8000 (V/TTY), 1-800-422-7930 V/TTY, 360-339-7382 (VP), or email at [ndbedp@dshs.wa.gov](mailto:ndbedp@dshs.wa.gov).

## Below is a list of requirements an applicant must meet to participate in the NDBEDP:

- **Verification of Disability.** Applicants must obtain verification of disability through a medical professional or community based provider that meets the Helen Keller National Center (HKNC) definition of Deaf-Blind which states an individual is Deaf-Blind when he or she meets the following criteria:
  1. Has a central visual acuity of 20/200 or less in the better eye with corrective lenses, or a field defect such that the peripheral diameter of visual field subtends an angular distance no greater than 20 degrees, or a progressive visual loss having a prognosis leading to one or both these conditions;
  2. Has a chronic hearing impairment so severe that most speech cannot be understood with optimum amplification, or a progressive hearing loss having a prognosis leading to this condition; and
  3. Has the combination of impairments described in 1 and 2 above cause extreme difficulty in attaining independence in daily life activities, achieving psychosocial adjustment, or obtaining a vocation.
- **Income Eligibility:** Applicant must meet income requirements that do not exceed 400 percent of the Federal Poverty Guidelines (FPG). NDBEDP applicants are required to provide proof of income. Please see "Financial Information" on the Instructions page (page 2) of the NDBEDP application form.

## NDBEDP Frequently Asked Questions (FAQ)

### What is the NDBEDP?

The National Deaf-Blind Equipment Distribution Program (NDBEDP) is a two-year "Pilot Project" funded by the Federal Communications Commission (FCC) to ensure Deaf-Blind people have access to different kinds of communication. ODHH has been certified by the FCC as of July 2, 2012 to administer the NDBEDP project in Washington State.

### Who is eligible to apply?

A person who is recognized as "Deaf-Blind" by an approved professional, meets the Keller National Center (HKNC) Act definition of Deaf-Blind and has low income is eligible to apply for participation in the NDBEDP.

### Is the NDBEDP Application available in alternative formats?

Yes, Deaf-Blind applicants may contact ODHH to request alternative formats of the NDBEDP application in text, large print or Braille.

### How much money will Washington State receive?

The FCC will give Washington State up to \$197,600 per year to pay for services and equipment.

### What kind of equipment will be available?

Equipment will be decided on an individual case by case basis depending on a client's communication goals, needs and abilities. An example would be the iPad with Braille display.

### How do I apply and what documents do I need?

Applicants will be required to submit a completed application form along with income verification documentation such as a pay stub, tax form or SSDI/SSI letter. Verification of disability can be verified by a community-based provider with a history of providing services to Deaf-Blind persons or a licensed medical professional.



# Deaf-Blind Communication Facilitator Service Mobility

by Steve Peck

Communication Facilitator (CF) services was first implemented in 2006 through collaboration between Eric Raff with the Office of the Deaf and Hard of Hearing (ODHH) and Jelica Nuccio with the Deaf-Blind Service Center (DBSC). Jelica Nuccio, Steve Peck, and Bob Lichtenberg played a significant role leading to the development and implementation of the first CF services offered in Washington State.

CF services provides access to Video Relay Services (VRS) and Point to Point (P2P) calls through tactile sign language by copying the VRS video interpreter (VI) and allows the Deaf-Blind CF user to conveniently communicate via ASL which is their primary language. The origins of the CF services had the Deaf-Blind CF user come to DBSC to use the videophone (VP) established within DBSC for VRS and P2P calls. This meant for some Deaf-Blind CF users a long trip to DBSC to process phone calls.

Three years later in 2009, ODHH through discussions with Jelica Nuccio, the DBSC executive director at the time, permitted the Communication Facilitator to provide CF services at the homes of medically homebound Deaf-Blind CF users. This was designed to allow individuals with medical conditions to process VP VRS and P2P calls from without making a trip to DBSC. The DBSC contract with ODHH at that time also required expanding the CF services to other cities within the state where Deaf-Blind residents are located and included CF Service outreach in those cities. On July 1, 2012, with the development of emerging technologies we implemented a

new mobile CF package that involved the use of Sprint wireless MiFi's and an iPad2, which allowed the Communication Facilitators to meet a Deaf-Blind person at a preferred public location and provide CF services for those who did not have wired VP's established in their homes. This also allowed Communication Facilitators to provide CF

services to Deaf-Blind CF users in their own homes which were established with wired internet-based VP's. Mobility of the CF services as a result was generated to permit a Deaf-Blind person to process a VRS or P2P call from their own homes or at a preferred public location. As part of the mobility implementation of the CF services, Communication



Facilitators were required to pass background checks prior to being allowed to travel and meet Deaf-Blind CF users in their own homes and at preferred public locations.

As a result, Deaf-Blind CF users have enjoyed the convenience of processing functionally equivalent phone calls as anyone else. The implementation of mobility CF services in FY12 resulted in a gain of 4,730 minutes or 30% in comparison to FY11. A total of 15,690 minutes or 262 hours of CF services were provided during FY12 which translates that more Deaf-Blind community members were using the services because of greater convenience to process a phone call.

## What happens after I apply?

Applications will be reviewed by ODHH to determine eligibility and need as well as funding availability. You will receive a letter telling you the status of your application.

## Will there be a waiting list?

Yes, because there is such a small amount of money to serve many people in Washington State, there may be a waiting list until more funding becomes available.

## When will I receive assessment and training?

After a letter of notification is received from ODHH approving your application, you will be referred to a qualified NDBEDP evaluator to review your unique communications needs. Upon completion of the evaluator's assessment, ODHH will review and may approve referral to a NDBEDP trainer who will train you how to use the communication device selected for your communication needs.

## Who owns the equipment?

Equipment that is provided through the NDBEDP is on loan and remains the property of the State of Washington.

## Will the NDBEDP cover my monthly service costs?

No. Clients are responsible for any costs associated with Internet or wireless services.

## Where can I obtain more information about the NDBEDP?

You may obtain information about NDBEDP such as the NDBEDP Consumer Guide from the Federal Communications Commissions (FCC) website by clicking on the following link: <http://www.fcc.gov/encyclopedia/national-Deaf-Blind-equipment-distribution-program>.

asked  
Questions

# Deaf Self-Advocacy Training (DSAT)

The U.S. Department of Education awarded funding to the National Consortium of Interpreter Education Centers (NCIEC) which has developed a specialized curriculum devoted to Deaf Self-Advocacy. Titled, "Deaf Self-Advocacy Training, Curriculum Tool Kit, Second Edition", the curriculum consists of eight self-contained modules. It is designed to be taught by Deaf or Deaf-Blind professionals.

Advocating for access to effective and quality interpreting services is an ongoing challenge for Deaf and Deaf-Blind individuals. Washington State Association of the Deaf (WSAD) President, James Christianson, Washington Registry of Interpreters for the Deaf (WSRID) President, Eloisa Williams, and the Office of Deaf and Hard of Hearing (ODHH) Director, Eric Raff, decided to collaborate to address this challenge. They agreed to use the Deaf Self-Advocacy Training (DSAT) model and worked with the National Consortium of Interpreter Education Centers.

After months of planning, the Deaf Self-Advocacy Training (DSAT) "Train the Trainer" Workshop was held on September 28-29, 2012 in Seattle at the Hearing, Speech and Deafness Center (HDSC). The Train-the-Trainer Workshop was conducted by an NCIEC Master Trainer, Kimberly Thornsberry of Utah. Eighteen participants from all over the State of Washington

attended the workshop to become a Deaf Self-Advocacy Trainer. They are now required to provide a minimum of one 6- to 8-hour Deaf consumer training in the next twelve months.

For more information about the Deaf Self-Advocacy initiative and the free curriculum, please go to [www.deafselfadvocacy.org](http://www.deafselfadvocacy.org) or <http://www.interpretereducation.org/dsat/>



## The DSAT Trainers in Washington State are:

Atwood, Karen .....	Federal Way	Ellis, Amy .....	Vancouver
Balduc, Christopher .....	Vancouver	Hernandez, Maria .....	Pasco
Bonura, Anthony .....	Tacoma	Kahn, Debra .....	Selah
Byrd, Mark .....	Seattle/Spokane	LeFors, Nicolas Jr .....	Everett
Castillo, Dina Marie .....	Lynnwood	Mathern, Jerrel .....	Kent
Christianson, James .....	Bellingham	Matthews, Dennis .....	Spokane
Cooper, Ali .....	Bellingham	Pietsch, Deba .....	Vancouver
Crady, Dan .....	Vancouver	Raff, Eric .....	Olympia
Dietrich, JennyLynn .....	Seattle	Redford, Elly .....	Pasco

## Directory of Services

ODHH provides information and referral to the general public. You may be familiar with our 2009 Directory of Services. It's available on our website: <http://www.dshs.wa.gov/hrsa/odhh/publications.shtml>. We are currently in the process of updating the second edition of the "Washington State 2012 Directory of Services for People Who are Deaf, Hard of Hearing and Deaf-Blind" publication. This directory is a resource that is intended to be used as a guide for Deaf, Hard of Hearing, Deaf-Blind individuals, their families, professionals, employees and other stakeholders to obtain information about programs and services that provide equal access to effective communication in Washington State. If you cannot find what you are looking for, please contact ODHH and we will be happy to assist you in finding appropriate resources that will meet your needs.

The Directory will be updated, posted periodically online and republished every two years. If your organization would like to be included or you wish to update your information, please contact ODHH to get the DSHS Form 10-443, "Organizations: Subscription and Directory" via email at [odhh@dshs.wa.gov](mailto:odhh@dshs.wa.gov) or call 1-800-422-7930 V/TTY or 360-339-7382 VP.

## An Updated Assistive Technology Museum



ODHH has an updated display of old technology in the office, specifically, telecommunications and captioned decoders. ODHH currently has all of the caption decoders models. Visitors will be able to marvel at how various technologies evolved over time. Currently, we are looking for the first generation of a TTY, otherwise known as the big noisy clunker called, "Green Monster." We have a "Wyndtel" pager, which began the late 1980s explosion of pager usage in the deaf and hard of hearing community; however, we're also looking for some later models of various pagers such as the T-Mobile early generation model. Someday we may also expand to include other old assistive technologies. If you have any of these old technologies, in working condition or not, and would like to donate it to ODHH, please contact us!





# SMART911 FACT SHEET

**Smart911 is a supplemental data service that allows people to register** their phone numbers and enter associated personal, medical, disability, and security information into a secure website, [www.smart911.com](http://www.smart911.com).

When calling 9-1-1 from a registered phone number, the additional data displays at the Public Safety Answering Point (PSAP).

**Smart911 is voluntary.** People in King County choose to register, and decide what information they want emergency responders to know about them when they call 9-1-1.

**Smart911 is secure.** The data resides on redundant servers at Smart911 in top-tier secure facilities monitored 24/7. Smart911 uses the same secure sockets layer (SSL) certificate authority and encryption technologies used by leading financial institutions, and their password-protection methodologies and processes are in accordance with leading public safety specifications. The information is only available to the PSAPs when you call 9-1-1.

King County is providing this enhanced level of 911 services with funding from the 911 excise taxes. There is no fee when people register their phone numbers and create their safety profile.

**Seventy percent of the 911 calls are now made from wireless phones,** with no address information. With Smart911, people can enter their home, school, and work addresses, including apartment and room numbers, so if the latitude/longitude they are calling from is close to one of their entered addresses, the PSAPs will be able to dispatch emergency responders to that address. If a call is disconnected, Smart911 is capable of accessing and tracking their location if they are moving.

For those who are **deaf, hard of hearing, or have speech disabilities**, Smart911 gives emergency call takers the ability to initiate a text. Texting will not be available to the general public.

Smart911 information can be entered in **multiple languages**, and people can specify their primary language. This feature allows 911 call takers to quickly bring the appropriate interpreters into the call.

Smart911 has already been implemented in almost 300 communities in 25 states. When registered wireless phone users from King County travel to any of these locations, their information will be available to PSAPs and emergency responders in that area.

Smart911 verified all phone numbers to ensure they match up with their owners. Every six months, **Smart911 prompts registered users to verify their information.** If someone does not verify their information, it will no longer be displayed to the PSAPs.

Family members can enter information on behalf of elderly parents or those with disabilities, and can be designated as the primary contact.

**Pictures can be added to Smart911.** This is especially helpful in assisting responders in cases involving a missing child, a child with autism, or an Alzheimer's patient.

Smart911 allows medical conditions and other important information to be shared, even if the caller is unable to talk.

## Washington Access Fund

Do you need help paying for assistive technology including hearing aids, FM devices, iPads, alert systems, adaptive recreation equipment – and lots more? Interested in self-employment and/or starting a small business? The Washington Access Fund is here to help! The Fund is a statewide nonprofit established to promote access to technology and economic opportunity for Washington residents with disabilities. The Fund offers low interest loans and matched savings accounts for assistive technology needed for any purpose and for business equipment needed for employment or self-employment.

- The Fund's loans go up to \$10,000, the interest rate is 5% and loan terms are 1-5 years depending upon the item's cost, its useful life and the applicant's budget. This is the best option if there is something you need right now!
- Through its matched savings account programs (funded by the U.S. Department of Education and the Paul G. Allen Family Foundation), participants can save up to \$4000 for assistive technology needed for any purpose and business equipment needed for employment or self-employment. The minimum required monthly deposit is just \$10 and you can set your own

savings goals. Participants must save for at least six months and take Financial Education and Assistive Technology (or Small Business) training. You have up to three years to meet your savings goal. Many participants use that time to save and make multiple purchases. To qualify for this program, you must live in a household at or below 80% of the county median income and have less than \$20,000 in net assets!

The Access Fund also offers related technical assistance – including a 7-week Small Business Planning Course offered live via webinar! Visit the Fund's website at <http://www.washingtonaccessfund.org> or call us to learn more about these financing programs and don't forget to sign up for the Fund's monthly e-newsletter to keep informed about programs and services offered.

**Contact Information:** [info@washingtonaccessfund.org](mailto:info@washingtonaccessfund.org)

**Phone:** 1-877-428-5116 or 206-328-5116

**TTY:** 1-888-494-4775

## Announcing a New Loop System at Community Service Office in Tumwater

by Berle Ross

A Department of Social and Human Service (DSHS) Community Service Office (CSO) located in Tumwater now has a counter Loop System in place. The system works within a range of three feet from the receptionist's desk. This Loop System is established as part of a pilot program by the Office of the Deaf and Hard of Hearing (ODHH) in partnership with the DSHS Economic Services Administration. ODHH would like to expand the use of assistive listening technology throughout DSHS offices statewide. If you live in the area and know of a hard of hearing person who may need this accommodation to apply for Department of Social and Health Services (DSHS) benefits, please spread the word. ODHH needs users to provide feedback by filling out a brief survey and mailing it back to ODHH. The survey will be available at the Community Service Office.



**LOCATION INFORMATION:** DSHS-Tumwater Community Services Division  
6860 Capitol Blvd. SE, Tumwater, WA 98501  
877-501-2233 (Voice) or 800-209-5446 (TTY)

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barriers for deaf-blind. (See article in this newsletter) As of this spring 2012, we finally have a statewide contract for Communication Access Real-Time Translation (CART) services with five providers. This will enable deaf and hard of hearing individuals to access real-time captioning during public meetings hosted by DSHS and the state government. However, due to streamlining how certain state contracts are administered, the Department of Enterprise Services will be administering this contract. Prior to the 2011 legislative session, the Department of Services for the Blind was faced with the difficult decision to eliminate funding for the Deaf-Blind Service Center (DBSC). I could not let an invaluable service to the deaf-blind face closure, so working with several agencies and DBSC, the 2011 legislature approved transfer of the Deaf-Blind Service Center funding and contract from Department of Services for the Blind to ODHH. (See article in this newsletter)

The most difficult challenge this past year has been interpreter services for Medicaid appointments. Medicaid Purchasing Administration (MPA) under DSHS has since merged with the Health Care Authority (HCA) last July 2011. HCA had decided to merge sign language interpreter services with its spoken language interpreter

“DSHS executive management has recognized the need for its videos posted on the DSHS and YouTube websites to be captioned.”

contracts for its Medicaid appointments. The unfavorable terms and rates under the HCA contract led to a shortage of interpreters and referral agencies willing to interpret for Medicaid appointments. As a result, 72% of Medicaid appointments had no sign language interpreters available. This issue as well as the deaf community's overall frustration with access to healthcare and the quality of interpreters in medical

“Since there are many deaf foster children... ODHH is working with Children's Administration on strategies to recruit more competent adults to become foster parents of deaf and hard of hearing children.”

– Eric Raff



appointments (including appointments for private insurance) led to the establishment of a Medical Interpreter Task Force. The task force comprises of representatives from the Washington State Association of the Deaf, Washington State Registry of Interpreters for the Deaf, freelance interpreters, interpreter referral agencies, deaf community members, and me, representing ODHH. The task force is looking at medical interpreting standards, state contracts, hospitals and clinics, and other issues.

We have had some successes and we continue to work on some activities to promote equal access opportunities. DSHS executive management has recognized the need for its videos posted on the DSHS and YouTube websites to be captioned. As of February 2012, all such videos are to be captioned before posting on the internet. The Aging and Disability Services Administration will start captioning the Department of Social and Health Services and Health Care Authority monthly webinars that will provide information on the latest developments of “HealthPath Washington: A Medicare and Medicaid Integration Project.” I've worked with the Secretary of State, DSHS and Television of Washington (TVW) to discuss the community concern about the lack of captioning during TVW broadcasts of legislative proceedings. TVW is a nonprofit organization that gets state funds through the biennium budget. TVW made a request for more

state funds to provide captions and will be reaching out to deaf and hard of hearing communities to write a letter of support. The Professional Educator Standard Board (PESB) has established a core committee of representatives from the Center on Childhood Deafness and Hearing Loss (CDHL), Washington Sensory Disability Services (WSDS) and ODHH to develop educational interpreter standards. You'll be learning more about the standards this year, 2012-2013, as there will be opportunities for public comments.

There are many deaf foster children with few foster parents fluent in sign language and cultural competency, so ODHH is currently working with Children's Administration on strategies to recruit more competent adults to become foster parents of deaf and hard of hearing children.

Last but not least, we will be releasing a new ODHH website with more information and resources inclusive of a statewide calendar of events, a 2012 edition updating the popular “2009 Directory of Services for Deaf and Hard of Hearing Individuals,” and E-News comprising of federal and state government news pertinent to people with disabilities. We will continue to face challenges and opportunities throughout the years to come but be sure to review ODHH business plan to understand what we will be doing for you the next few years.



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Olympia WA 98504-5301

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Web site: <http://odhh.dshs.wa.gov>

**Contact ODHH by VideoPhone (VP) at:**

**VP: 65.113.246.110**

**VP200: (360) 339-7382**

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